



IT Update

July 2015

New & Noteworthy

- **WebEx web conferencing service will soon be available to all Part 02 employees and students for no charge.** Texas A&M IT is currently setting up the service domain and NetID authentication. More information will be available when the service is live.
- Planning has begun for **Help Desk Central renovations and the creation of a new, state-of-the-art Networking/Security Operations Center (NSOC).** Stay tuned for more updates as the project progresses.
- The annual Texas A&M University System Technology Summit is scheduled for February 16-18, 2016, and it's going to be bigger and better than ever! This year we are crowd-sourcing the Tech Summit! You'll find us on Reddit at [/r/techsummit](http://r/techsummit). Join the conversation and **submit or vote on ideas at <http://www.reddit.com/r/techsummit> or send your ideas for sessions, speakers and networking to techsummit@tamu.edu.**
- Microsoft will end support and security updates for all versions of Windows Server 2003 on July 14, 2015. **Campus firewall openings for Windows Server 2003 systems will be closed on July 15.** Host owners that wish to keep these services open will need to upgrade their system to a newer version of Windows.
- **The August IT Forum will be at 3 p.m. in Rudder 601 on Wednesday, August 5.** The Forum will feature presentations on the new Self-Service IT Website and Texas A&M IT's IT Service Excellence initiative.

Project Progress

- **Evergreen Systems has conducted an on-site workshop for developing Texas A&M University's ServiceNow IT self-service website, knowledge base and service catalog.** Planning is proceeding on ServiceNow pilot groups for the College of Engineering, College of Science and Texas A&M University-Central Texas.
- **All campus Wi-Fi has been upgraded to 802.11n.** The next upgrade to 802.11ac will begin with the Moore-Conolly building, University Libraries and Rudder Tower.

- Several **Outdoor Wi-Fi projects will be completed before the start of the fall semester.** Coverage will include the green space from Kleberg to the Horticulture building, Wehner and the Heep bus stop. Outdoor Wi-Fi will also be installed in the green space between Langford, O&M and the new Liberal Arts building.
 - **The Dollar Data Center project team is continuing negotiations** with the component 1 (Data Center Development) vendors, as well as working on the RFP for components 2 (IT Service Infrastructure) and 3 (Managed IT Services).
 - **The campus modem pool has been reduced** from 6 T1s to 2 T1s. The 2 T1s will have 48 consecutive numbers associated with them.
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Pilot Projects

- Texas A&M IT Security recently began using the Intrusion Detection System to correlate malware detection to specific users. Help Desk Central contacts the identified users or their IT staff to inform them of the detection. As part of this enhanced service, **an Intrusion Dashboard has been developed.** The dashboard provides quick, at-a-glance data on where intrusions are happening across campus. The dashboard is currently being pilot tested by select customers and should be available to IT staff across campus this fall.
 - Texas A&M IT Telecommunications is developing a **Cisco based VoIP solution for Texas A&M IT's Help Desk Central** as well as a campus-wide VoIP offering.
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CONTACT US

Please send feedback and questions to Texas A&M IT Product Strategy and Communication at tamu-it@tamu.edu